

**Southwest Area Mobilization Guide**  
**Chapter 20 - Administrative Procedures**  
**Section 21 • Ordering, Resource Tracking, and Information Transfer**

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## **21 Ordering Channels**

### **21.1 WILDLAND FIRE RELATED ORDERING**

#### **a. Initial Attack Dispatching**

1. During the initial attack response to an incident, a zone may utilize the resources within the zone and/or the closest resources in an adjacent zone. ROSS is not required when ordering resources during IA. A hard-copy resource order will be placed with the appropriate adjacent zone, along with a phone call. In the event a fire goes to extended attack and the zone needs to pull resources from other areas, an expanded dispatch may be set up. At this point in time, with or without an expanded dispatch, the resource orders will need to be forwarded to SWCC in ROSS. Release of resources committed to an incident will follow the same channels through which the resources were committed, either on hard copy or ROSS.

2. The sending unit is responsible for immediately notifying the Zone Coordination Center of resources committed. Using DMS, the Zone Coordination Center will transmit the notification of committed area and national resources.

**b. Extended Attack Dispatching.** For extended attack incidents, units will use the established dispatch channels, utilizing ROSS. It is imperative that followup phone calls and documentation be made on resource orders passed in ROSS.

**c. Assigning Resources to Wildland Fires in the Southwest Area.** Commensurate with conditions and availability of resources, travel times, transportation available, allowable response times, training needs, and known capabilities, SWCC shall fill resource requests from zone(s) closest to the incident. SWCC shall notify the requesting zone when a needed resource is not available within the Southwest Area and the order must be placed with NICC. The requesting unit, at that point, shall then have the option to place up to NICC, modify the order or cancel.

**d. Assigning the Resource to an Out-of-Area Wildland Fire.** Resource requests from outside the Southwest Area shall come from NICC to SWCC and shall be distributed among zones within the Southwest Area commensurate with availability, allowable response times, travel, and known capabilities.

**e. Notification of Shortage of Resources.** SWCC shall keep all zones alerted to possible shortages of firefighting forces nationally, as well as within the Southwest Area. This will be accomplished through the morning conference call.

#### **f. Procedures for Movement of Resources**

1. The Zone Coordination Centers and SWCC are required to send travel information on most all resources via ROSS. Once the zone creates the travel in ROSS, it will automatically be sent directly to the receiving agency. **The only time DMS is used for a .Mob is when the sending/requesting agency does not have access to ROSS.** Otherwise, DMS will only be used for committed messages.

2. For the movement and tracking of aircraft, see Aircraft, Section 24.

### **21.2 NON-WILDLAND FIRE RELATED ORDERING.** SWCC will accept requests for non-suppression incidents (i.e. severity, preparedness, natural disasters, homeland security/defense, etc.).

a. Southwest Area units will forward all detail requests for planning and preparedness, including severity requests, to SWCC through the respective zones. Order information will be documented on

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the detail request form (See Section 28, Exhibit 13). This form is a required supplemental information worksheet to the standard resource order entered into ROSS. All pertinent items on the form should be completed. This will give the prospective detailer complete information on the requesting unit's needs. All persons filling details from the Southwest Area should have a copy of the completed detail request form before travel is commenced. When the commitment of a resource will exceed fourteen (14) days, the request(s) will not be processed without a detail request.

- b. Orders will be made through normal ROSS dispatch channels to NICC.
- c. Pre-position assignments may be prearranged between units. **NO** movement will be initiated until the request is placed through the dispatch systems, stating request has been prearranged and with which unit. Pre-positioning of resources within the zone for IA will be tracked within the requesting unit's dispatch, but do not need to be placed in ROSS.
- d. When the request is filled, SWCC recommends sending and receiving units coordinate and resolve administrative and personnel matters.
- e. Travel itineraries will be relayed through ROSS.
- f. **Prescribed Fire.** The fire manager is responsible for securing resources for the prescribed fire project. However, SWCC will assist the manager, through the zone coordination center, in getting a resource through the system, as needed, especially for an out of area resource, or if the fire manager is having difficulty in finding a specific resource.
- g. SWCC should not be involved in filling requests for detailers for other functional assignments; e.g., for timber, range, or other functions.

### **21.3 RESOURCE TRACKING**

**21.3.1 COMMITMENT OF RESOURCES.** Sending unit will relay Estimated Time of Departure (ETD) and Estimated Time of Arrival (ETA) on resources assigned, in the travel portion of ROSS. Once resources are committed, they are considered resources of the requesting unit. National resources are committed using the Dispatch Messaging System (DMS).

**21.3.2 CHECK-IN RESPONSIBILITIES.** All resources in travel status will be responsible for checking in and reporting where they are staying and to relay a phone number where they can be contacted.

- a. **Within Southwest Area** - Check in with your zone dispatch.
- b. **Outside of Southwest Area** - Check in with Southwest Coordination Center.
- c. The check-in responsibilities for aircraft, along with their support vehicles is in Aircraft, Section 24. Section 24.1.3 will cover Chief-of-party (COP). Refer to the National Mob Guide for the COP's duties and responsibilities (Chapter 60, Section 67).

**21.3.3 CONFIRMING ARRIVAL OF RESOURCES.** Receiving units are responsible for confirming arrival of resources and initiating tracking if the resources do not arrive on schedule.

- a. SWCC does not need to be notified of the arrival of aircraft when flight following is involved.

**21.3.4 NATIONAL RESOURCES.** National resources committed to an incident will be put into the Dispatch Message System (DMS) and will be shown on the SWA SIT300 (Aviation Resources). See Section 25.1.3.

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**21.4 INFORMATION TRANSFER**

**a. Telephones**

1. Most agencies have 24-hour telephone numbers, depending on availability of answering services and/or call forwarding on their telephone systems. See Chapter 50 for a listing of directories.
2. All fire emergency calls, calls made during expanded dispatch situations, and calls of a general nature to SWCC should be made to the general fire number, (505) 842-3473. When the office is closed, all callers will be advised by a recording of procedures to contact the Coordinator-on-Duty.

**b. Facsimile Machines.** Automatic answering FAX machines are located in many dispatch offices for the transmission and receipt of hard-copy messages. A **followup call** should be made to insure the receiving unit is aware of a FAX transmission. See Chapter 50 for individual FAX numbers for each unit.

**c. Electronic Communications—Administrative and Emergency**

**1. Resource Ordering System Status (ROSS).** This is the primary ordering system for all resources, excluding supplies. To download the program, obtain information on updates, newsletter, tips and tricks, etc., go to the ROSS Web site, <http://ross.nwcc.gov>.

**2. Dispatching Messaging System (DMS)**

- a. The primary electronic communications system used between SWCC and the Zone Coordination Center for distribution of administrative, management, and emergency messages will be the DMS. Example of:

**Administrative Messages**

1. Outreach positions
2. Policy changes
3. General

**Emergency Messages**

1. Committed/Released
2. Emergency messages

- b. In order to use the DMS, the Zone Coordination Center must be familiar with the Netscape Messaging System Program.

- c. Messages or documents sent between SWCC and Zone Coordination Centers can be prioritized from lowest to highest.

- d. In order to receive and send information in a timely fashion, periodically check for new or urgent messages. The inbox also postmarks the date and time a message is sent.

- e. General administrative and information messages such as situation reports, large fire reports, weather, etc., should never be given an “URGENT” designation.

- f. Content of the message should always be described in the SUBJECT line; i.e., Situation Report, Incident Report, etc. When only “comments” are entered in the MESSAGE portion, nothing appears as SUBJECT in the inbox and the message may be delayed in reading, or deleted entirely.

- g. To help in identification of messages sent, each message should include the author’s name or initials at the end of the message.

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h. DMS has the capability to send messages outside of the DMS and to receive messages sent from profiles outside of the DMS.

**2. DMS Mailing Lists and Addresses**

**a. Global Mailing Lists.** These lists are maintained on the mainframe computer in Kansas City and may be used by any unit profile on the DMS.

To send mail:

<u>To</u>	<u>Enter in TO: Line</u>
Units Nationally (every profile in DMS)	all
NICC and GACC Offices Only	GACC
Units in Southwest Area (every profile in DMS for SWA*)	SWC

\* used for “committed/released” messages

**b. Local Mailing Lists.** Each zone coordination center is requested to maintain their own respective mailing list(s) for:

1. Units within the respective zone
2. Committed/Released messages. Units may also use the “SWC” mailing list.

**c. Electronic Mailing Addresses.** The following addresses are established for each Zone Coordination Center and SWCC in the DMS.

<u>Zone Coordination Center</u>	<u>Mailing Address</u>
Central West Zone (CWZ)	azcwz
Flagstaff Dispatch Center (FLZ)	azflz
Grand Canyon Dispatch Center (GCZ)	azgcz
Southeast Arizona Zone (SEZ)	azsez
White Mountain Zone (WMZ)	azwmz
Arizona Interagency Fire Center (AIFC)	azazs
Albuquerque Zone (ABZ)	nmabz
Gila-Las Cruces Zone (GLZ)	nmglz
Lincoln Zone (LNZ)	nmlnz
Santa Fe Zone (SNZ)	nmsnz
Taos Zone (TAZ)	nmtaz

<u>Geographical Area Coord. Center</u>	<u>Mailing Address</u>
Southwest Coordination Center (SWCC) Coordinator	nmswc
Southwest Coordination Center (SWCC) Intelligence Section	nmswc_i
Southwest Coordination Center (SWCC) .Mob	nmswcmob